



# ARE YOU READY FOR WINTER STORMS?

**The National Oceanic and Atmospheric Administration has placed an El Niño Watch for the 2018-19 winter rainy season. This early-season prediction doesn't guarantee an El Niño, but learning what to do before, during and after storms of any size will help you stay comfortable and safe.**

## PROTECT YOUR FAMILY

- **Visit [cityofpaloalto.org/preparedness](http://cityofpaloalto.org/preparedness) for help preparing family emergency plans and emergency kits.** Make sure your emergency plan includes pets, neighbors who need extra help, and safe routes to high ground. Keep an emergency kit stocked and handy at home, work, and in the car. Kits should include drinking water, a first aid kit, essential medicines, food (remember special diets and pets), cash, a radio, flashlights and extra batteries stored in a water-tight plastic bag.
- **Stay informed.** Keep the list of phone numbers on the reverse of this flyer handy on your refrigerator and in your phone.
  - ✓ Sign up at [alertsc.com](http://alertsc.com) to have local emergency sent to you via text voicemail or email.
  - ✓ Bookmark [cityofpaloalto.org/storms](http://cityofpaloalto.org/storms) for up-to-date local storm information.
- **Stay powered safely:**
  - ✓ In case of undetected gas leaks, use flashlights during a power outage—**never** lanterns, matches or candles;
  - ✓ Keep generators outside, away from the house and in open air to prevent carbon monoxide poisoning. Never run a generator in your garage or near an open window;
- **Don't drive through standing water.** It may be deeper than you think and your car may stall. Abandon your car if you are stuck in water.

## PROTECT YOUR PROPERTY

- **Know Your Flood Hazard Area and insure your property sufficiently.** Identify your flood zone designation at [cityofpaloalto.org/floodzones](http://cityofpaloalto.org/floodzones). Homeowner insurance policies don't cover flood damage so purchase flood insurance if you are in a high-risk flood area.
- Clean out roof gutters, downspouts, landscape inlets and swales to avoid clogged lines that could cause flooding. Ensure sump pumps are connected and functioning, and garage flood vents are unobstructed so that flood water can flow freely.
- Sandbag materials are available at three locations in Palo Alto beginning November 15. See the reverse of this flyer for locations.
- If your property has been damaged by a storm, check with the City's Development Center to see if you meet FEMA standards for "Substantial Damage and Improvement." Call **(650) 329-2442**, or email [PlanDiv.Info@CityofPaloAlto.org](mailto:PlanDiv.Info@CityofPaloAlto.org).

## KNOW WHAT TO DO AFTER A STORM

- **DO NOT TURN GAS BACK ON YOURSELF.** Call City of Palo Alto Utilities for service at **(650) 329-2579**.
- Don't handle live electrical equipment in wet areas. If you have any concerns about electrical wiring, power lines or equipment on your property, call **(650) 496-6914** to verify the safety.
- Protect our creeks and Bay. Call **(650) 329-2413** to report hazardous material spills and illegal dumping in storm drains.



# WINTER STORM RESOURCES

Visit [cityofpaloalto.org/storms](http://cityofpaloalto.org/storms) for links to essential Palo Alto-specific storm information.

Prepare for this year's winter weather. Review the tips on the reverse of this flier and keep the resources below handy or in your phone.

## EMERGENCY INFORMATION

- **Fire/Police**  
**9-1-1** (emergency only)
- **Sign up** at [alertscc.com](http://alertscc.com) to receive automated voice, text or email emergency alerts.
- **Visit** [cityofpaloalto.org/storms](http://cityofpaloalto.org/storms) for Palo Alto-specific storm conditions.

## FLOOD WARNING AND CREEK LEVELS

- **Visit** [cityofpaloalto.org/creekmonitor](http://cityofpaloalto.org/creekmonitor) to monitor real-time creek level information at five locations on San Francisquito, Matadero and Adobe Creeks, rainfall rates and totals at Foothills Park, and Bay tide levels.
- **Sign up** at [sfcjpa.org/floodwarning](http://sfcjpa.org/floodwarning) to receive text or email notifications for potential flood conditions for the San Francisquito Creek watershed. This service is funded by the San Francisquito Creek Joint Powers Authority.
- Get the Red Cross Flood Preparedness App at [redcross.org/prepare/mobile-apps/flood](http://redcross.org/prepare/mobile-apps/flood), Text "GETFLOOD" to **90999** or search "Red Cross Flood" in the Apple App Store or Google Play.

## SANDBAG LOCATIONS (Starts November 15, 2018)

- Palo Alto Airport (end of Embarcadero Road)
- Mitchell Park (600 E. Meadow Drive)
- Rinconada Park (Hopkins Avenue at Newell Road)

## GENERAL INFORMATION:

- **Non-emergency Fire/Police:** **(650) 329-2413**
- **Public Safety Social Media**  
[cityofpaloalto.org/papdconnect](http://cityofpaloalto.org/papdconnect)  
**(650) 329-2420** (recorded message)
- **Radio stations**
  - ✓ KCBS 740 AM/106.9 FM
  - ✓ KZSU 90.1 FM
- **Weather information:** [weather.gov](http://weather.gov)

## CITY CREW SERVICES

- **Power outage and electrical problems**  
Palo Alto Electric Operations  
**(650) 496-6914**
- **Gas/water leaks and sewer spills**  
Palo Alto Utilities Dispatch  
**(650) 329-2579**
- **Blocked storm drains and mud slides**  
Palo Alto Public Works  
**(650) 496-6974** (weekdays 7am to 4pm)  
**(650) 329-2413** (after hours)
- **Fallen trees**  
Palo Alto Public Works  
**(650) 496-5953** (weekdays 7am to 4pm)  
**(650) 329-2413** (after hours)



**BECOME AN  
EMERGENCY  
SERVICES  
VOLUNTEER (ESV)!**

The City of Palo Alto Office of Emergency Services provides programs and training for:

- Neighborhood and Block Preparedness
- Community Emergency Response Teams
- Radio Communications

Learn more at [cityofpaloalto.org/emergencyvolunteers](http://cityofpaloalto.org/emergencyvolunteers)